SCHOOL-BASED HEALTH ALLIANCE
The National Voice for School-Based Health Care

Crisis-Ready: Using Telehealth to Support Health Centers and Schools During Climate Emergencies

October 31, 2024

1:00 p.m. to 2:00 p.m. EST

© School-Based Health Alliance 2024

SCHOOL-BASED HEALTH ALLIANCE
The National Voice for School-Based Health Care

School-Based Health Alliance
Transforming Health Care for Students

Our **Focus**
The School-Based Health Alliance Works to Support & Grow SBHCs

Policy	Standards	Data	Training
Establishes and advocates for national policy priorities	Promotes high-quality clinical practices and standards, including for telehealth	Supports data collection and reporting, evaluation, and research	Provides training, technical assistance, and consultation

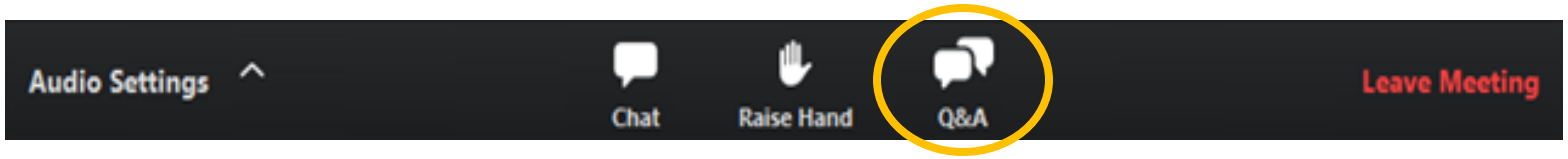
We support the improvement of students' health via school-based health care by supporting and creating community and school partnerships.

www.sbh4all.org

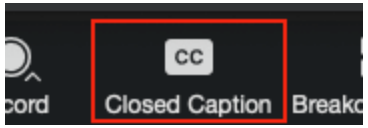
© School-Based Health Alliance 2024

REMINDERS

- All attendees are in listen-only mode.
- To ask a question during the session, use the “Q&A” icon that appears at the bottom of your Zoom control panel.



- To turn on closed captioning, click on the “CC” button.



- Please complete evaluation poll questions at the end of the presentation.

© School-Based Health Alliance 2024

SCHOOL-BASED HEALTH ALLIANCE
The National Voice for School-Based Health Care

Learning objectives

Participants will be able to…

- Recognize the essential tools and steps necessary to establish a mobile telehealth clinic in response to climate-related disasters.
- Understand communication strategies to maintain healthcare services when traditional infrastructure is compromised.
- Identify methods for building strong collaborative relationships with schools and community agencies and integrating telehealth into emergency response structures.

© School-Based Health Alliance 2024

SCHOOL-BASED HEALTH ALLIANCE
The National Voice for School-Based Health Care

Today's Speakers

Kathy Hsu Wibberly, PhD
Director
Mid-Atlantic Telehealth Resource Center

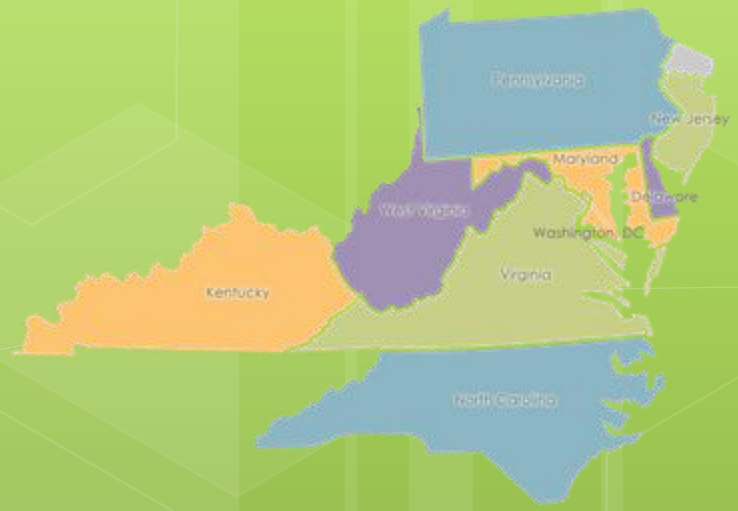
Brian Gunnell
Sr. Telemed Engineer and Team Lead
University of Virginia Center for Telehealth

© School-Based Health Alliance 2024

Mid-Atlantic Telehealth Resource Center

SBHA Telehealth & Emergency Preparedness Webinar

October 31, 2024



Serving Delaware, Kentucky, Maryland, New Jersey, North Carolina, Pennsylvania, Virginia, Washington DC and West Virginia

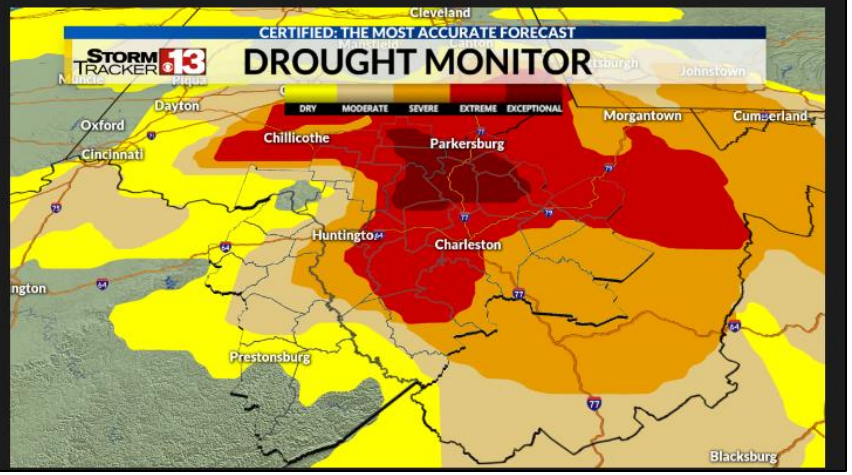
Crisis-Ready: Using Telehealth to Support Health Centers and Schools During Climate Emergencies

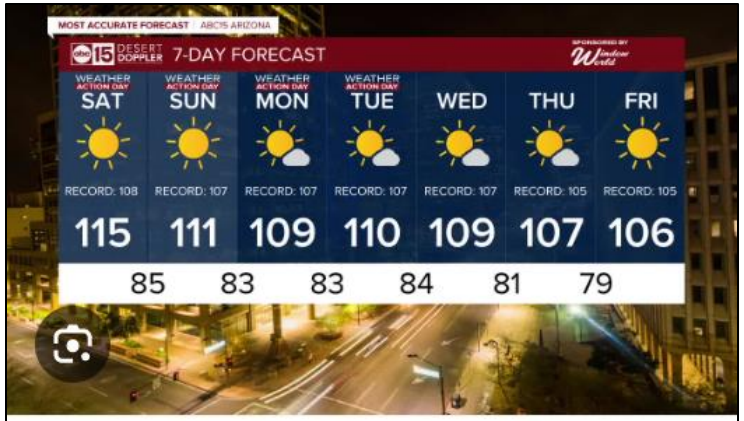
In The News This Year

WEATHER

Exceptional Drought in West Virginia and Ohio

by: Chris Knoll
Posted: Aug 29, 2024 / 04:16 PM EDT
Updated: Aug 29, 2024 / 04:16 PM EDT

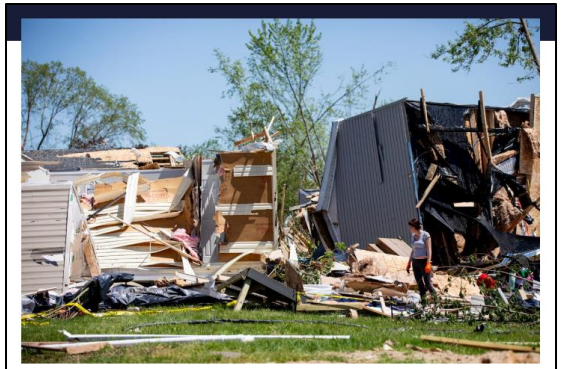




Excessive Heat Warning in the Valley as...

Watch >

Uploaded: Sep 27, 2024



Leave your feedback Share

By — William Gallus, The Conversation

Why 2024's destructive tornado season was one of the most active on record

First wildfire death of 2024 season reported as California heat wave continues

A night-flying helicopter drops water on flames as the Thompson fire burns July 2 in Oroville, Calif. (Ethan Swope / Associated Press)

And The Last 30 Days

East TN mobile health center rolls in to help, post-Helene

Published 11:46 am Wednesday, October 16, 2024

By Contributed Content

Photo Contributed/Cherokee Health Systems of Knoxville has sent out a mobile health clinic, equipped with exam rooms, a lab, and telemedicine capabilities to families cleaning up after Hurricane Helene. The mobile health clinic will be set up in community parks, gas stations and church parking lots.

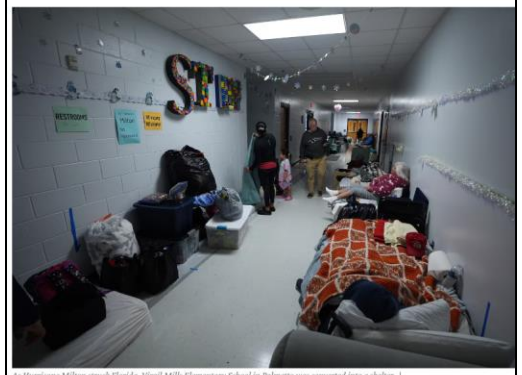
Asheville's Mission Hospital is in the center of Hurricane Helene disaster recovery

Dave Fornell | October 08, 2024 | Health Exec | Care Delivery

The ASPR's National Disaster Medical System field hospital, set up in the parking lot at Mission Hospital in Asheville this past week. Photo by ASPR.

Rebuilding after Helene and Milton: Educators share experiences from previous disasters

By Wellington Soares | October 16, 2024, 1:39pm EDT



As Hurricane Milton struck Florida, Virgil Mills Elementary School in Palmetto was converted into a shelter.

Hurricane Milton's lasting impact on health is just beginning, studies suggest

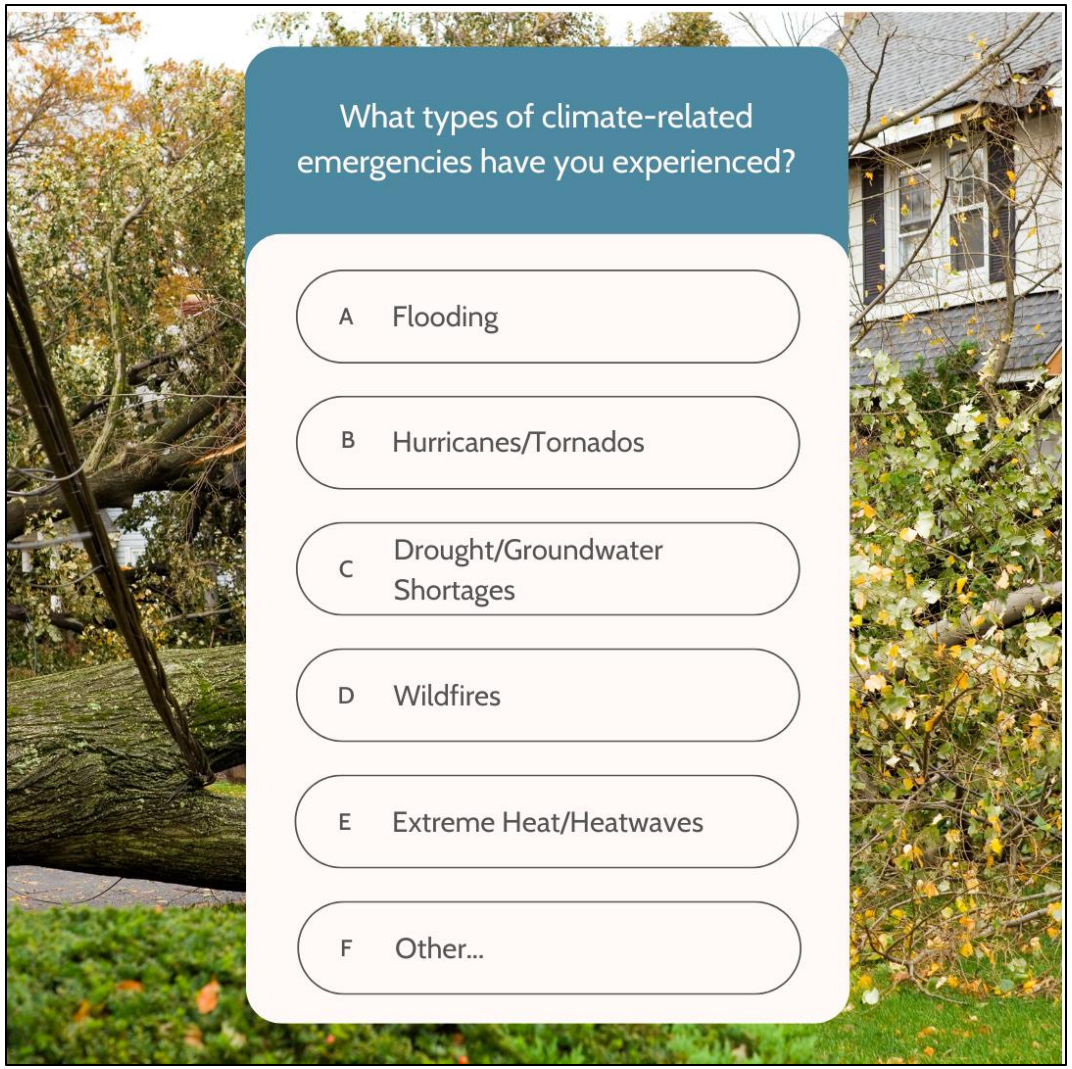
Lingering effects from weather events can be devastating, research shows.

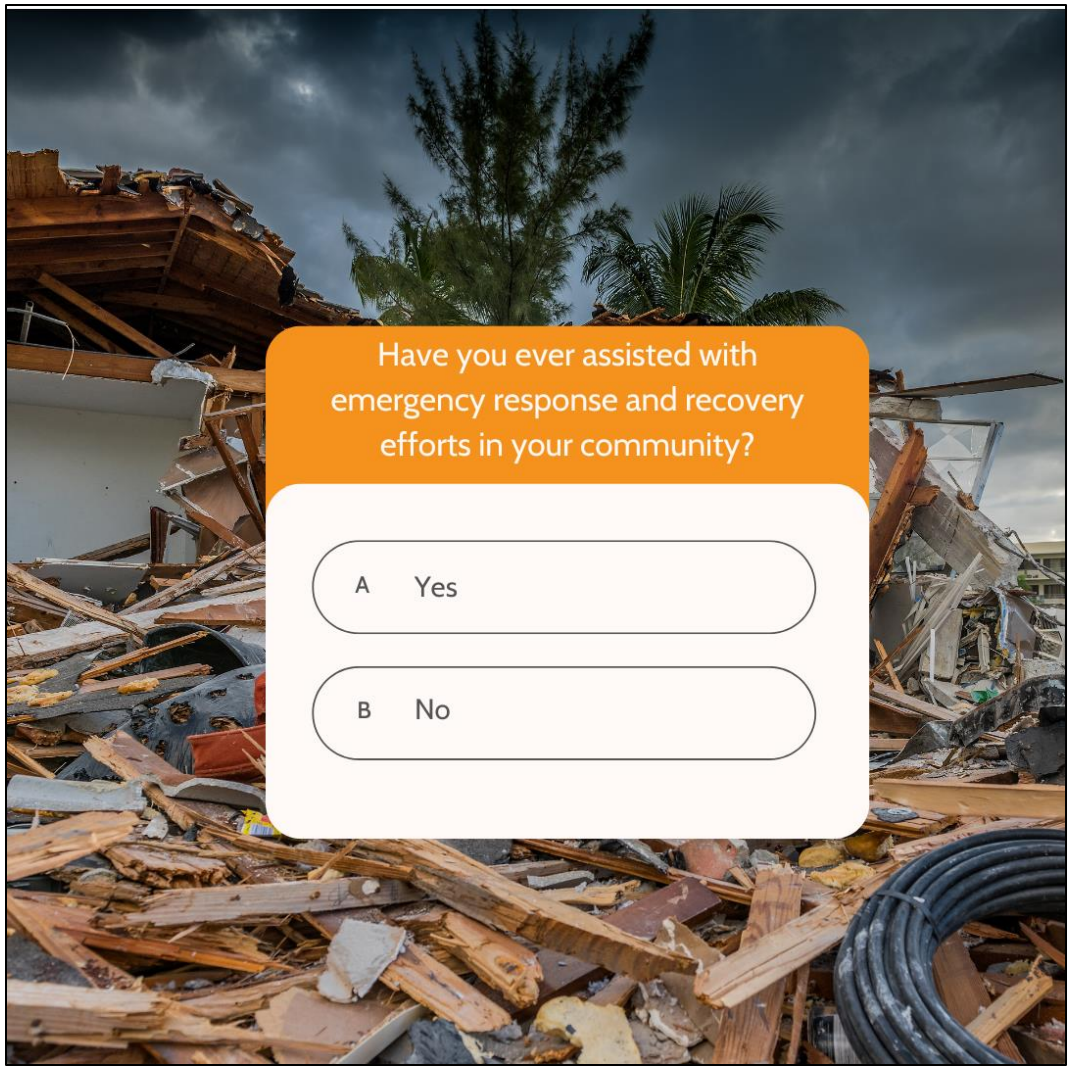
By Dr. Faizah Shareef
October 11, 2024, 5:04 AM

Mental health needs rising in WNC after Helene. How can providers help?

As western North Carolina residents describe trauma, stress and isolation after Hurricane Helene, experts anticipate that the psychological impact of the storm will only intensify. Mental health providers are mobilizing to offer free services and support, though licensing barriers are hindering their ability to keep treating evacuated patients.

Polls – Getting Started





From the Federal Emergency Management Agency (FEMA)'s Comprehensive Preparedness Guide

Figure 6: Steps in the Planning Process

[Recorded Webinar: Emergency Preparedness in School-Based Telehealth]

Planning for an emergency and how we stay connected

Communication Plan

- Command Structure
- Community Partners

Telehealth use cases during an event

1. Triage and Initial Assessment
2. Mental Health Support (including family reunification)
3. Chronic Disease Management
4. Remote Diagnostics
5. Infectious Disease Monitoring and Prevention
6. Post-Disaster Follow-Up Care
7. Maternal and Pediatric Care
8. Specialist Consultations
9. Continuity of Care for Displaced Individuals

Connectivity During Natural Disasters: Access to the Internet and Connected Services

How to Use Your iPhone's Emergency SOS via Satellite to Contact 911

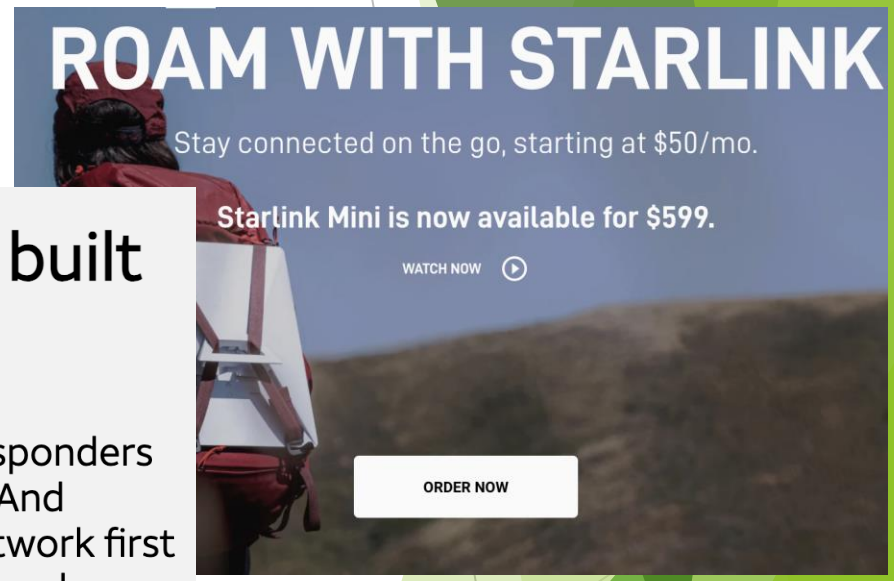
Even if you don't have cell service, the satellite feature can be used to reach emergency services in remote places.

Using taps, you answer the emergency questions based on your situation. The types of emergencies you can choose are:

- Car or Vehicle Issue
- Sickness or Injury
- Crime
- Lost or Trapped
- Fire

FirstNet: A network built just for you

FirstNet now covers more first responders than any other wireless network. And thanks to you, it's become the network first responders across the nation depend on most to stay mission ready.



Google Brings Satellite SOS Feature to Android With Pixel 9

By Rachel Jewett | August 14, 2024

Verizon Frontline

The advanced network and technology for first responders. Your mission is our purpose.

Hardware

- **Laptop, Computers, or Tablet** (with video conferencing capability)
- **Smartphones** (for remote consultations)
- **High-speed Internet Connection** (via satellite, mobile hotspot, or broadband)
- **Webcam** (if not integrated into laptops)
- **Noise-cancelling Headsets** (for clear audio during consultations)
- **External Microphones** (for better audio quality)
- **Video conferencing software** (like Zoom, Skype, or specific telehealth platforms)
- **Power supply and backup batteries** (solar, generator, or portable power banks)

- **Portable diagnostic devices** (Bluetooth-enabled stethoscopes, otoscopes, blood pressure monitors)
- **Remote patient monitoring devices** (e.g., pulse oximeters, glucose meters)

Key Considerations:

- **Internet and Power Resilience:** Plan for areas where infrastructure has been heavily impacted by setting up alternative internet (e.g., satellite) and power sources.

- **Accessibility:** Ensure that telehealth services are accessible to vulnerable populations, including the elderly, disabled, and non-English-speaking communities.

- **Scalability:** Set up a system that can scale quickly to accommodate surges in demand for telehealth services as more people seek care.

Phase 1: Initial Assessment and Planning

Evaluate the extent of the disaster, affected population, and the immediate medical needs.

Determine Available Resources

- Identify the healthcare providers, technology platforms, and support needed.
- **Obtain Regulatory and Legal Approval**
- Ensure telehealth services comply with regulations in disaster-affected areas.
  - Coordinate with federal and state governments for emergency waivers (e.g., HIPAA flexibility, licensing).
  - Ensure compliance with cross-state or international service regulations for healthcare providers.

Collaborate with local health agencies, hospitals, and emergency services to identify areas most impacted. Prioritize medical services needed (e.g., mental health support, chronic disease management, injury care, etc.). Identify infrastructure damage (power, internet, etc.) that may impact telehealth services.

Phase 2: Infrastructure Setup

1. **Choose a Telehealth Platform** Select a reliable and secure telehealth platform.
    1. Use pre-existing telehealth platforms, or set up cloud-based platforms (e.g., Zoom for Healthcare, Doxy.me, VSee).
    2. Ensure the platform supports secure video/audio calls, messaging, and file sharing for medical records.
    3. Integrate Electronic Health Records (EHR) or create a temporary health data management system if EHR is unavailable.
2. **Establish Communication Infrastructure** Set up a resilient communication network.
    1. Ensure internet access for healthcare providers, patients, and support staff (consider mobile hotspots or satellite connections).
    2. Set up backup communication methods (e.g., SMS-based check-ins or phone consultations for areas with limited internet).
    3. Set up toll-free or emergency numbers for patients to contact healthcare providers for telehealth consultations.
3. **Deploy Medical Devices and Support Equipment** Equip healthcare providers and patients with necessary devices.
    1. Provide providers with telemedicine kits (including webcams, headsets, and diagnostic tools like digital stethoscopes).
    2. Set up remote monitoring devices for patients (e.g., blood pressure monitors, glucometers) where possible.
    3. Set up local hubs or shelters with telehealth access stations (e.g., community centers with internet access).

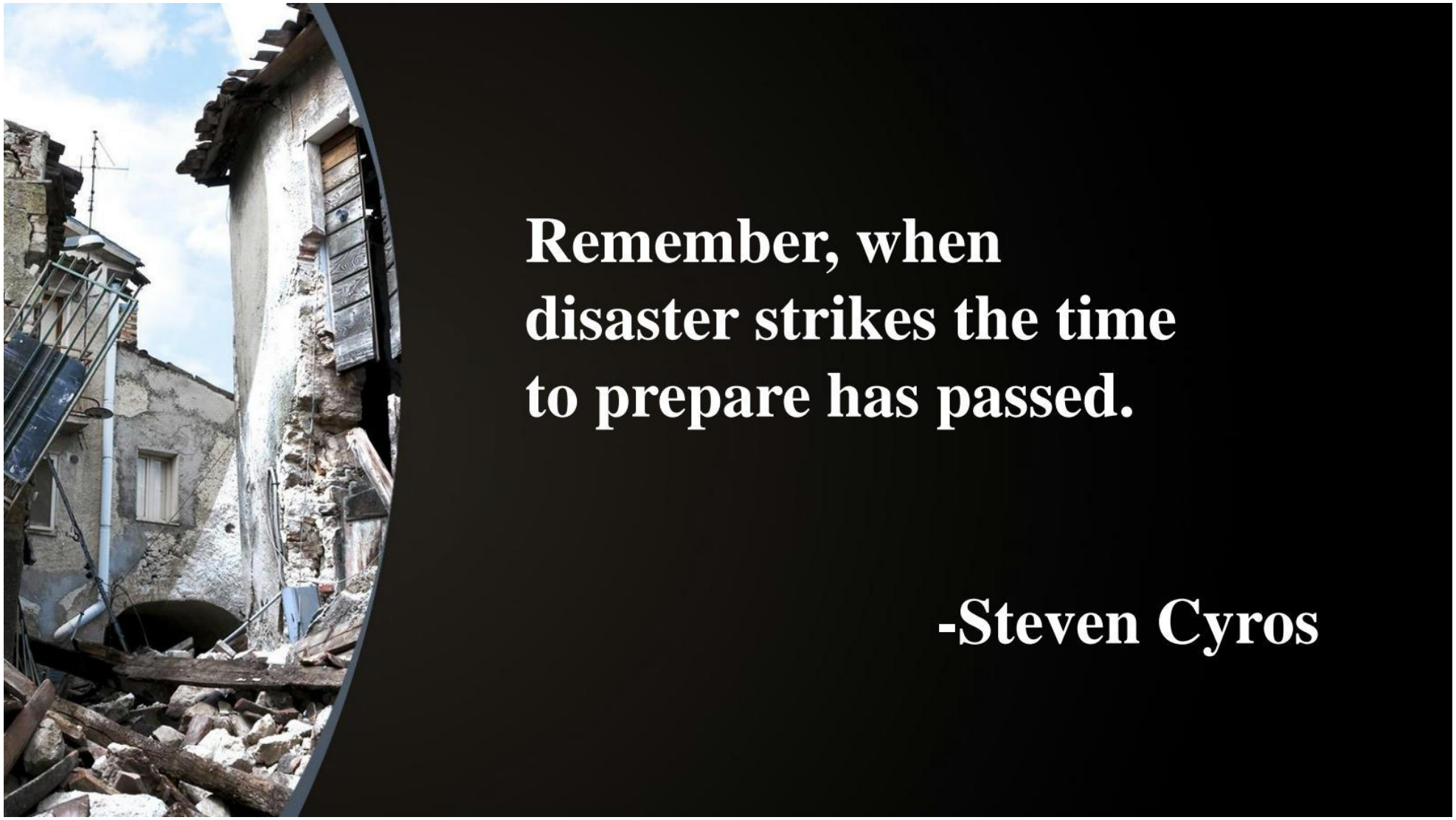
Phase 3: Launch and Operations

1. **Patient Enrollment and Triage** Start enrolling patients and triaging medical needs.
    1. Implement a triage system for telehealth consultations (categorize patients based on urgency and medical need).
    2. Provide patients with simple instructions on how to access telehealth services via app, web, or phone.
    3. Offer helplines or support chat services to guide patients unfamiliar with telehealth.
2. **Healthcare Provider Assignments** Assign healthcare providers to manage different types of patient needs.
    1. Set up a schedule for healthcare providers to handle virtual consultations (e.g., shifts for mental health counselors, physicians, nurses).
    2. Create specialized telehealth units for key areas (e.g., mental health, chronic disease management, emergency care).
    3. Ensure providers have access to patient history if possible or ask patients to fill out brief medical forms online.

Phase 4: Post-Launch Monitoring and Support

1. **Monitor Service Performance** Continuously evaluate the effectiveness of telehealth services.
    1. Track the number of consultations, patient outcomes, and any technical issues.
    2. Gather feedback from patients and healthcare providers to improve the service.
    3. Set up a response team to troubleshoot any technology or communication issues.
2. **Address Privacy and Security** Ensure all data shared during telehealth sessions remains secure.
    1. Enforce data encryption standards for all telehealth communication.
    2. Ensure secure storage of patient health records, even in emergency conditions.
    3. Conduct regular security audits, especially if services run over open networks or temporary solutions.
3. **Provide Ongoing Training and Support** Train providers and support staff for continued operation.
    1. Offer refresher training for providers on using telehealth platforms effectively.
    2. Update healthcare providers on the latest disaster-related health risks or trends.
    3. Maintain an ongoing helpdesk for technical issues, available 24/7 during the disaster period.

Reminder!


Remember, when
disaster strikes the time
to prepare has passed.
-Steven Cyros

Contact

For More Information:

Kathy Hsu Wibberly, PhD
Director, Mid-Atlantic Telehealth Resource Center
UVA Center for Telehealth
Email: Kathy.Wibberly@virginia.edu
Phone: 434.906.4960

Follow @katwibb

my LinkedIn profile

Brian Gunnell, BA, CTC
Senior System Engineer and
Team Lead,
UVA Office of Telemedicine
Email: BSG6C@UVAHealth.org

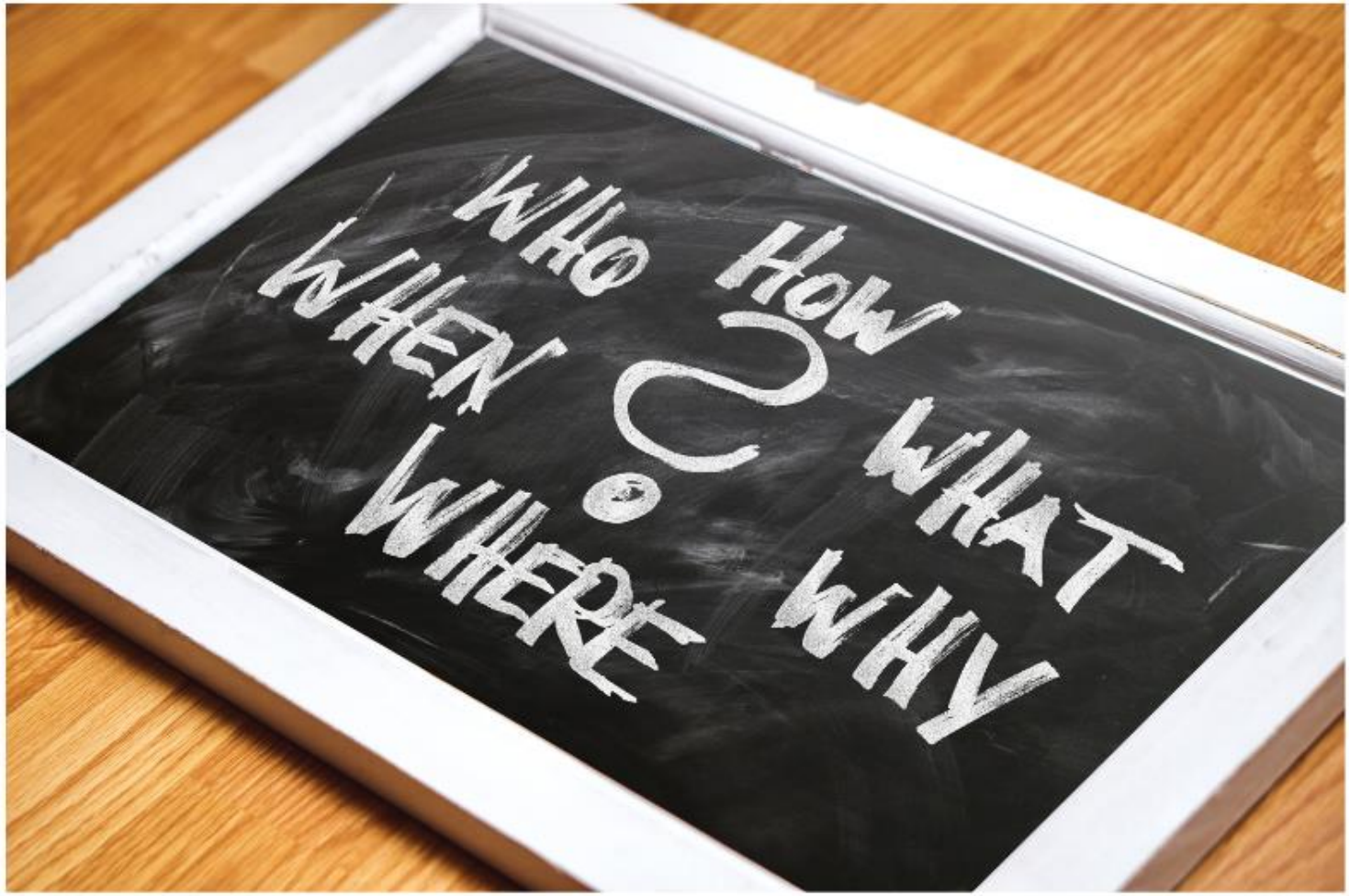
UVA Health

www.MATRC.org

Mid-Atlantic Telehealth Resource Center

Subscribe to
MATRC E-News

Questions?



MANAGING OUTBREAKS:

Telehealth Strategies for Health Centers and School

SCHOOL-BASED HEALTH ALLIANCE
The National Voice for School-Based Health Care

As infectious disease outbreaks like measles, mumps, and chickenpox become more common, telehealth offers critical solutions for keeping communities safe.

This webinar will explore practical strategies for using telehealth to support schools and health centers during outbreaks, focusing on effective screening, virtual consultations, and remote care coordination.

We'll discuss how to maintain continuity of care, manage quarantine protocols, and leverage telehealth for real-time communication between health centers and school officials. Real-world case studies will illustrate how telehealth can help contain outbreaks while minimizing disruption to learning and care delivery.

November 21, 2024
2 pm ET

https://bit.ly/4fpzdqP

© School-Based Health Alliance 2024

SAVE THE DATE

SCHOOL-BASED HEALTH ALLIANCE
The National Voice for School-Based Health Care

2025 National School-Based Health Care Conference

June 29 - July 1, 2025

Westin Washington, DC Downtown Hotel (formerly the Renaissance Downtown Hotel) in Washington, D.C

© School-Based Health Alliance 2024

Health Center Staff:
Give your input TODAY!

Complete the 2024 National Health Center Training and Technical Assistance (T/TA) Needs Assessment.

Tell us what training and professional development support you and your health center teammates need to best serve your community.

Help our training partners create learning opportunities **designed with health center teams in mind.**

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $6,625,000 with zero percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.

NATIONAL ASSOCIATION OF Community Health Centers®

Who

ALL health center staff are encouraged to complete the National T/TA needs assessment. It's available in English and Spanish!

When

August 19 - November 1, 2024

How

Click on this link

Or scan the QR code:

Why

So you can help inform the training and professional development available to health center staff.

Stay Connected!

SCHOOL-BASED HEALTH ALLIANCE
The National Voice for School-Based Health Care

1. Subscribe to our bi-weekly e-newsletter (Digest)
Go to https://bit.ly/SBHAdigest
2. Follow us on social media

https://www.facebook.com/SchoolBasedHealthAlliance

https://twitter.com/sbh4all

https://www.linkedin.com/company/school-based-health-alliance/

https://www.instagram.com/sbh4all/

Scan this QR code to subscribe

© School-Based Health Alliance 2024

SCHOOL-BASED HEALTH ALLIANCE
The National Voice for School-Based Health Care

Thank you!

© School-Based Health Alliance 2024